

# Global Keyholder General Schedules

Global Keyholders utilize only one type of General Schedule: Keyholder Availability.

## Keyholder Availability

Keyholder Availability allows you to enable phone number contact points outside of hours they may answer. For example if a person is unavailable after 5 PM, it doesn't make sense to attempt to call their number when they are unavailable.

## Creating a General Schedule

1. Select the **General Schedules** on the Record, then click the **Plus sign** (⊕) to the right of the word General Schedules.
2. **Create a General Schedule ID** - This is limited to 4 characters. Some examples may be KH01, CL01, K001, L001, and the like. Check with your organization for your specific ID conventions.
3. **Enter the Call List Description** - Be specific and clear to help others understand the purpose.
4. **Set the days of the week and the times of the day for each option.**
  - **Please note that no single line may cross the midnight line**, therefore, if you have a schedule that crosses midnight you will need to manage for that.
  - General Schedules are an **OPT IN** period. That means the schedule periods are for when the element **IS** available.
5. When all data is entered as expected, click Done.
6. Remember to click the **Save icon** (⊕) to commit the data to the database.

The screenshot shows the 'General Schedule Add' form. At the top, the title is 'General Schedule Add'. Below the title, there are two fields: 'Schedule ID' with the value 'KH00' and 'Description' with the value 'Individuals to call when'. Underneath, there are two radio buttons for 'Schedule Type': 'Keyholder Availability' (selected) and 'Call List Availability'. The main part of the form is a table with columns for days of the week (MON, TUE, WED, THU, FRI, SAT, SUN), 'START1', 'END1', 'START2', 'END2', 'FROM', and 'TO'. There are two rows of data. The first row has checkboxes for MON, TUE, WED, THU, and FRI checked, and START1 at 07:00 and END1 at 18:00. The second row has checkboxes for SAT and SUN checked, and START1 at 10:00 and END1 at 20:00. There are 'ADD', 'CANCEL', and 'DONE' buttons at the bottom right.

MON	TUE	WED	THU	FRI	SAT	SUN	START1	END1	START2	END2	FROM	TO	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	07:00	18:00					x
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	10:00	20:00					x